

GET CONNECTED

the easy way to manage your Council Tax online

Create your online Connect account in a few easy steps

www.walthamforest.gov.uk/SignUp

- **View your account details**
- **Check payments made or due**
- **Report a change of address**
- **Set up or amend a Direct Debit**
- **Apply for a Discount or Exemption**
- **Access and download your Council Tax bills**

Connect is available on your desktop, tablet or mobile



Secure sign up and login ensures your personal details remain safe

www.walthamforest.gov.uk/CouncilTaxOnline



COUNCIL TAX BILLS

What you need to know about your instalments

Your Council Tax payment must reach us by the instalment date on your bill or you risk receiving a reminder notice or even a summons

How to avoid a reminder or Summons Notice

- Paying at a Post Office or PayPoint takes 3-5 days to reach your account so you must pay before the instalment due date or it will arrive late.
- You don't have to pay over 10 months. You can reduce the monthly amount by choosing to pay over 12 months instead.
- You can change the date you pay to make sure you don't miss a payment. We offer 3 payment dates (1st, 9th or 25th of the month) for cash payments and standing orders. You can change the date you pay on by contacting us.
- Paying by Direct Debit is the easiest way to pay and you'll never forget a payment. You can choose from 6 monthly payment dates 1st, 6th, 10th, 15th, 21st or 28th and we will do the work for you.

Reminders and Summons

- We will send you a reminder if your payment is late or not received.
- We will only usually send one reminder notice to you each year and sometimes send a final reminder.
- If you don't pay your instalments on time you will lose your right to pay by instalments (that's the law). We will then ask you to pay the full amount remaining for the year's Council Tax immediately.
- If you are sent a summons, costs of £87.50 will be added to your account. If we go to court and get a Liability Order a further £12.00 will be added to your account; that's an additional £99.50 that can be avoided.
- We will also send a reminder message to your mobile number before issuing a formal reminder if we hold a number for you.

If you are struggling to pay, don't wait for a reminder or summons. Contact us immediately. Please read the *problems paying?* section on the back of your bill.

Manage your Council Tax online at
www.walthamforest.gov.uk/counciltaxonline

